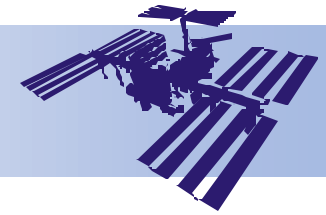



ISS Utilization Customer Satisfaction



Customer Satisfaction, Increments 5,6,7,8,9,10 &12

METRIC TYPE	STATUS	ORGANIZATION	ACCOUNTABLE POC	UPDATED
▶ Manager's Level Performance Indicator		▶ OZ	▶ Jones	▶ 9/15/06
DESCRIPTOR				
<ul style="list-style-type: none">▶ ISS Utilization Customer Satisfaction measures the quantitative survey feedback from ISS research users on processes and services related to the development, integration, and operation of ISS research investigations.▶ The ISS Utilization Customer Satisfaction Overview commenced in June 2003 and tracks the overall satisfaction of Payload Developers, Principal Investigators, and Dual-Role PDs-PIs on a per Increment basis, and based upon a selection of response data from the ISS Utilization Survey.▶ The ISS Payloads Office, using the Lean Six Sigma methodology, implements a number of process improvements stemming from these results and targeted parameters.				
STATUS DETAIL				
<ul style="list-style-type: none">▶ Increment 12 interviews are completed; data processing/analysis of results and draft report production are currently in process.▶ A combined Final Report for Increments 9 and 10 is complete and has been submitted to ISS Payloads Office management.▶ Customer verbal comments suggest that the main positive drivers behind Overall Customer Satisfaction for Increment 9 were crew support and research productivity, both of which were noted to have exceeded expectations established from previous Increments. An additional positive driver was a decrease in the level of dissatisfaction with the payload integration process for low-/no-upmass payloads.				
PERFORMANCE INDICATOR METRICS				

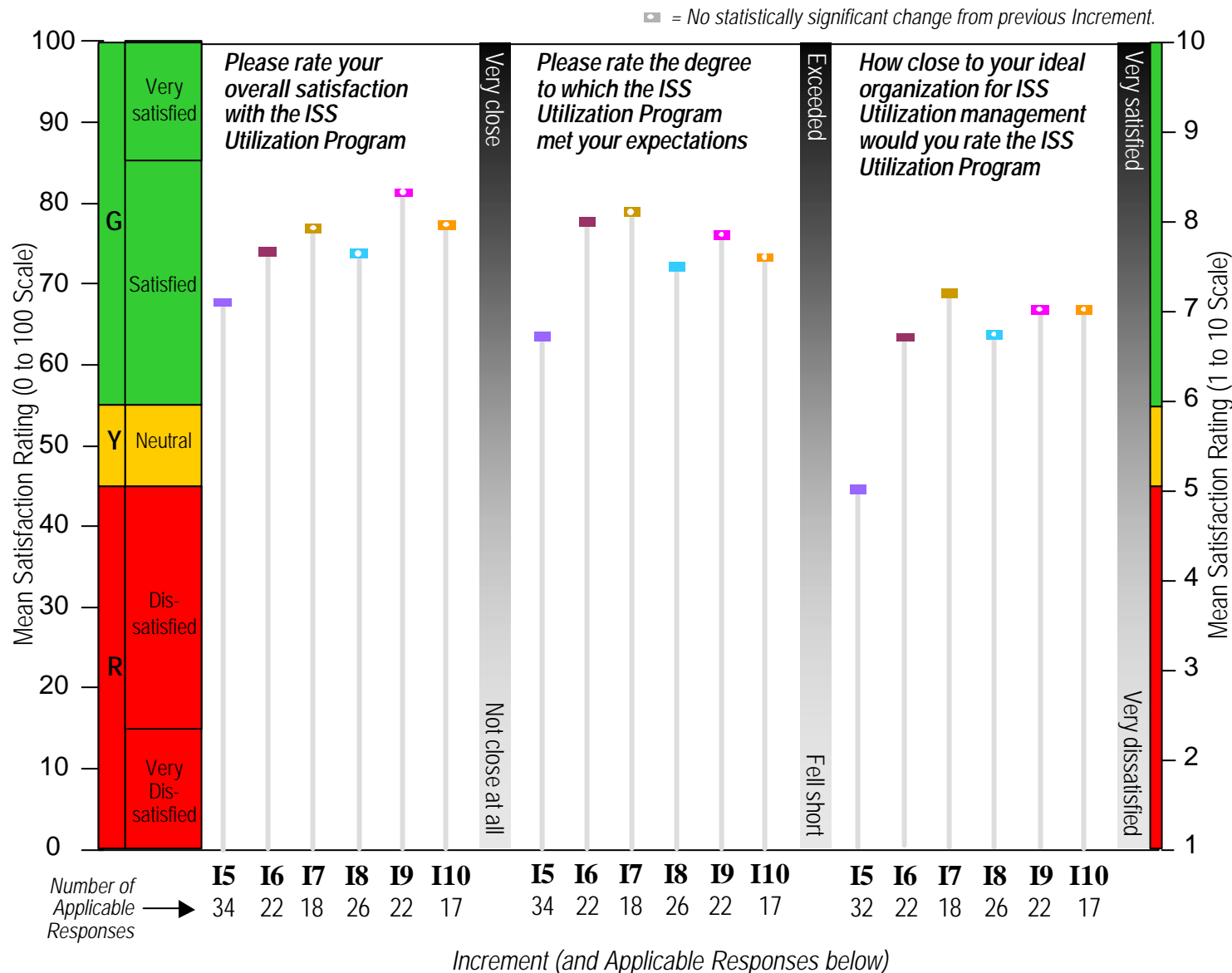
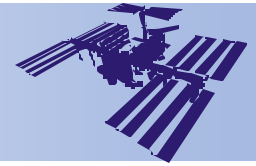


Metrics / Performance Information

ISS Utilization Customer Satisfaction Overview - Increments 5, 6, 7, 8, 9, 10 & 12 Mean Satisfaction Ratings with Satisfaction Level Metrics for Overall Satisfaction Index (OSI) Basis Questions

15 September 2006

[POC: Rod Jones/OZ]



INDUSTRY RANKINGS Score*

Amazon.com	87
United Parcel Service	83
NASA (users of EOSDIS)	78
Starbucks Corporation	77
ISS INCREMENT 7 OSI	77
ISS INCREMENT 9 OSI	75
ISS INCREMENT 10 OSI	73
ISS INCREMENT 6 OSI	73
Transportation and Warehousing (aggregated)	72
Utilities (aggregated)	72
Retail Trade (aggregated)	72
Wal-Mart	72
Federal Government (aggregated)	71
Health Care and Social Assistance (aggregated)	71
ISS INCREMENT 8 OSI	70
Airlines (aggregated)	65
Federal Aviation Agency (commercial pilots)	64
Internal Revenue Service (tax filers)	64
McDonald's	63
ISS INCREMENT 5 OSI	60

* Source: Latest American Customer Satisfaction Index (ACSI) Dec. 15, 2005

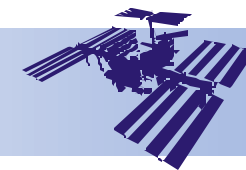
The American Customer Satisfaction Index (ACSI) is a long-standing organizational cross-comparison index for customer satisfaction. We use an OSI calculated from methods that approximate ACSI.

Update: Increment 12 interviews are completed; data processing/analysis of results and draft report production are currently in process.

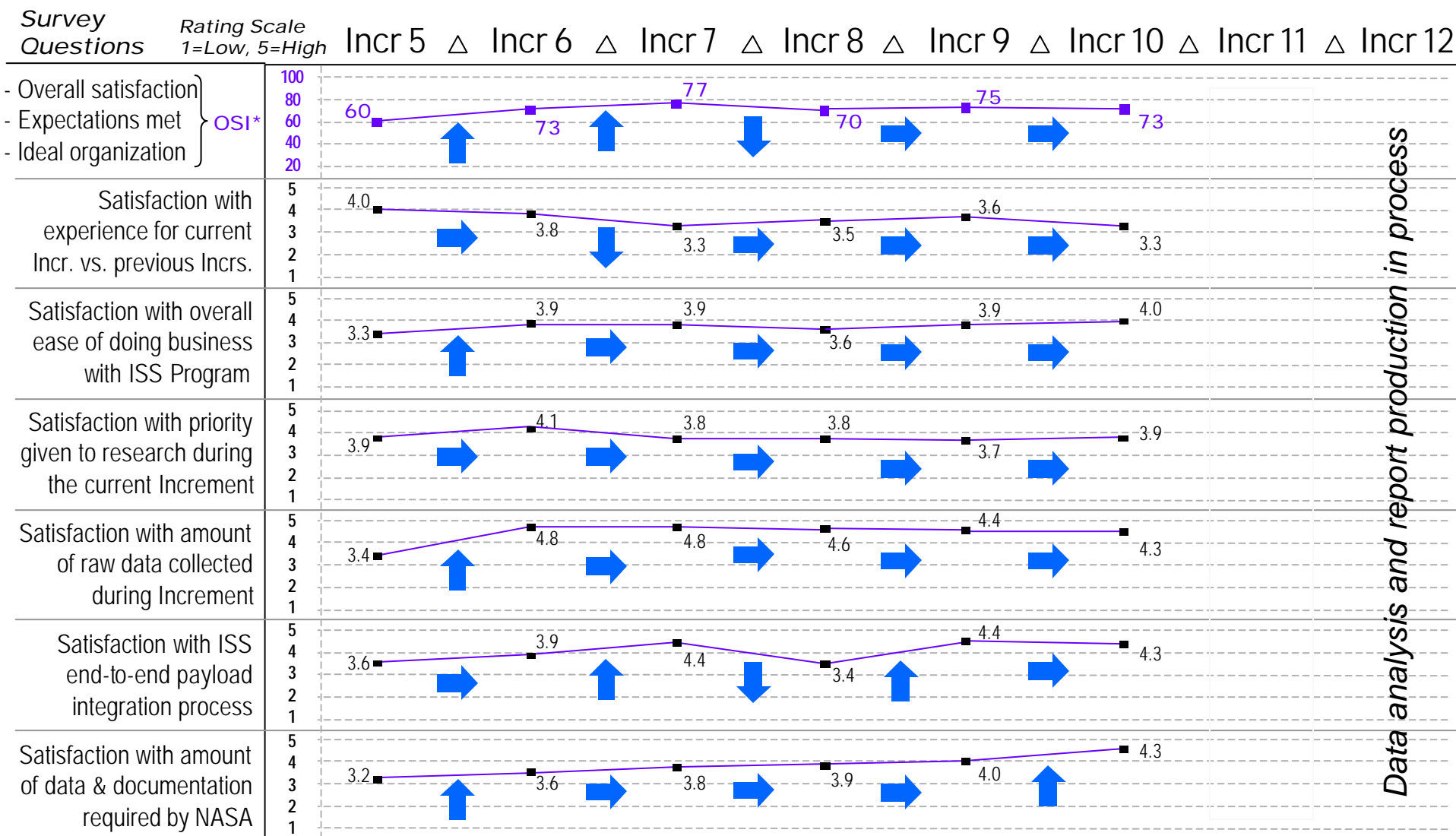
ISS Utilization Customer Satisfaction Overview – Mean Values

15 September 2006

[POC: Rod Jones/OZ]



Mean values of ratings given by Payload Developers (PDs), Principal Investigators (PIs) and dual-role PDs-PIs in response to selected questions from the ISS Utilization Survey. Comprehensive data from Increments 5 through 10 are published in the *ISS Payloads Office Customer Satisfaction Survey Final Report and Analysis of Results* for each of those respective Increments. **Increment 12 interviews are completed; data processing/analysis of results and draft report production are in process.**



* Overall Satisfaction Index (OSI) score for ISS Utilization Program is obtained by taking basis question ratings on a 1 to 10 scale, converting to 0 to 100, and then averaging.